

IT Issues Identified By Program Evaluation Division Evaluations and Assessments

**Presentation to House Appropriations Subcommittee on Information
Technology**

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by

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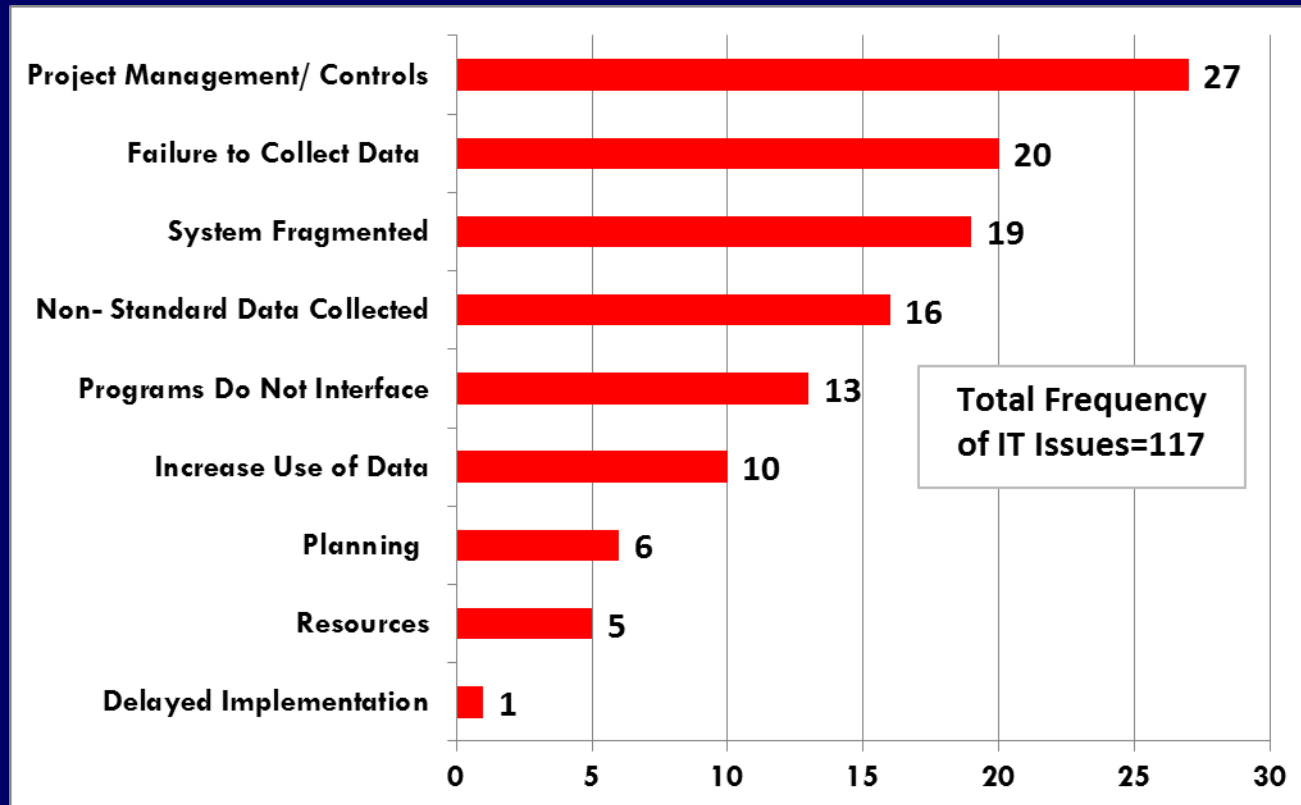
Principal Program Evaluator



Number of PED Reports and Assessments with IT Issues

• Evaluations with IT Issues Identified	33
• <u>Assessments with IT Issues Identified</u>	<u>2</u>
Total with IT Issues	35
Total Evaluations/Assessments W/O IT Issues	8

117 IT Related Issues Identified in 43 PED Reports and Assessments with IT Issues 2008-2013



Failure to Collect/System Fragmented

- Children Youth Programs

- In State FY2009-10, North Carolina funded 93 programs for children, youth, and families across 18 agencies and universities at a cost of \$3.3 billion
- Over 60% of programs did not collect the type of data necessary to inform whether or not they achieved their intended goals

Lack of Program Interface/Non-Standard Data Collected

- Water and Wastewater Funding is provided in a complex and fragmented manner
 - Funding entities collect and report funding information separately
 - No systematic data to provide an assessment of state investments across entities, to determine whether the state's needs are being met

Collect Non-Standard Data/ Fail to Use Data for Program Management

- Underground Storage Tanks
 - More than 17 different databases support UST operations
 - Individual users have created multiple individual bases for a specific purpose
 - UST Section moved individual databases to their network to enhance response time, security, and reporting capabilities
 - Still lack integrated and over arching management system

Non-Profits Accountability

- Accountability Gaps Limit State Oversight of \$694 Million in Grants to Non-Profit Organizations
 - Statewide reporting requirements do not require sufficient documentation
 - Data requirements do not adequately address program performance outcomes
 - Requirements fail to produce timely reporting and lack sufficient enforcement
 - At the agency level, inconsistent grants monitoring results in a lack of accountability statewide



Lack of Management Control/Non-Standard Information

- Rural Economic Development Commissions
 - No standardized performance measures for regional organizations have been established
 - No process exists to assess return on investment of funds for the regions in terms of outputs, outcomes, or client satisfaction

No Centralized Program Management/ Fragmented System/ Non-Standard Data/No Interface/ Lack Use of Data----

- **State lacks central source of information for the number and cost of state motor vehicles**
 - Each agency is responsible for tracking their fleet and costs
 - Presently, no standard process for accounting of vehicles or costs from Agency to Agency
 - PED attempted to reconcile agency and institution records with DMV registrations
 - Discrepancies identified the State cannot account for 2,346 permanent license plates or state-owned motor vehicles to which these plates were originally registered



Project Management/Lack of Control/ Fail to Collect-Use Data

- Driver Education Program in North Carolina Schools
 - Department of Public Instruction collected limited cost data with little to no cost analysis conducted
 - No programmatic outcome data on success of students collected
 - Overall program management limited by lack of data

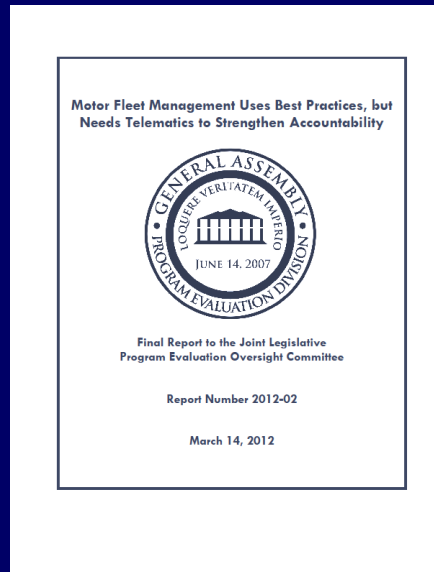
Example of Statewide Need

- Vehicle Management Information System
 - Multiple Agencies own and attempt fleet management
 - Management systems range from:
 - Paper spreadsheets minimum data collected
 - Agency designed electronic systems
 - Commercial Software designed for desired system
 - Listing of vehicles with no data capture

FIX: Statewide Fleet Management Information System

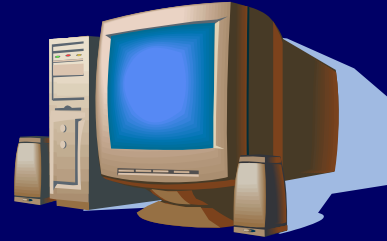


Reports available online at www.ncleg.net/PED/Reports/reports.html



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QUESTIONS?



